

CULTURAL COMPETENCE ANNUAL SUBMISSION

This report is due by July 31 2002 to:

Technical Assistance and Training
Department of Mental Health
1600 9th Street, Room 100
Sacramento, CA. 95814

Please return this form to Technical Assistance and Training. A copy of this form is available on DMH web site at www.dmh.ca.gov for your convenience.

Name of County: _____

For additional information regarding the report, please contact:

Name: _____ Telephone No: _____

Title: _____ Unit/Division: _____

Note: MHPs are required to report on activities since initial Cultural Competence Plan requirement effective date. Use additional pages as needed. In this update MHPs are not required to update the population, organizational and service provider assessment data.

Checklist of Attachments:

- ☐ **ANALYSIS AND MEASUREABLE OBJECTIVES**
- ☐ **ORGANIZATIONAL AND SERVICE PROVIDER ASSESSMENT - HUMAN RESOURCES – ANALYSIS**

QUALITY OF CARE: COMPETENCE

- ☐ Consumer Culture
- ☐ Training in Cultural Competence

QUALITY ASSURANCE

- ☐ Staff Assessment
- ☐ Competence Evaluation
- ☐ Staff Proficiency

- ☐ **NARRATIVE**

ANALYSIS – Population Assessment and Measurable Objectives:

Cultural Competence Plan criteria: Identify any objectives related to the need for, and the provision of, culturally and linguistically competent services based on the population assessment and the identified threshold language.

a) Please report the progress toward your objectives, as listed in the MHP's cultural competence plan submitted in 1998, to design, plan, and provide culturally and linguistically appropriate and effective mental health services based on your population data analysis and conclusions. Identify barriers that impede progress in your objectives.

b) Has the MHP updated the county population assessment data?

☐ YES

☐ NO

c) Please identify any new or changed or updated objectives developed to reflect a better way to meet the needs identified in the original or, if applicable, new population analysis.

d) Has the MHP identified any local trends that impact culturally competent services? If yes, please describe. For instance, change in Medi-Cal populations, ethnic population, threshold language, influx of immigration or migrant workers, etc.

ORGANIZATIONAL AND SERVICE PROVIDER ASSESSMENT

HUMAN RESOURCES – ANALYSIS:

Cultural Competence Plan Criteria: A narrative analysis of the human resources composition and location data, in contrast to population needs assessment data. Identify any objectives related to the need for, and the provision of, culturally and linguistically competent services based on the population assessment.

a) Please report the progress toward your objectives, as listed in the MHP's cultural competence plan, to design, plan, and provide culturally and linguistically appropriate and effective mental health services based on your human resources composition in contrast to the population needs assessment data and conclusions. Identify barriers that impede progress in your objectives.

b) Did the MHP do an update on human resources composition and location data, in contrast to the population needs assessment data?

☐ **YES**

☐ **NO**

c) Please identify new or changed objectives developed to reflect a better way to meet human resources needs or the needs of the organization and the providers of services.

d) Has the MHP identified any local trends in human resources that impact culturally competent services? For instance, staff turnover, difficulty in finding culturally and linguistically competent service providers, availability of interpreters, etc.
If yes, please describe.

e) Please describe activities that solicit diverse input to ongoing development of the cultural competence plan and its updates.

QUALITY OF CARE: COMPETENCE

Consumer Culture: Please describe the staff and contractor competence evaluation and training plans, concerning the culture of being a mental health consumer.

NOTE: This note is offered to assist MHPs in understanding the issue to be addressed here: Training efforts should be concentrated in providing practitioners with cultural competence skills and an understanding of how the mental health system and the stigma of mental illness have impacted the consumer. Consumers bring a set of values, beliefs and lifestyles that are molded as a result of their personal experiences with the mental health system and their own ethnic culture. These personal experiences and beliefs can be used to empower consumers to become involved in self-help programs, peer advocacy, and in seeking employment in the mental health system.

TRAINING IN CULTURAL COMPETENCE

This section requests a description of current cultural competence training for staff and contract providers, including training in the use of interpreters.

a) What cultural competence training has the MHP provided since the implementation of the cultural competence plan? Please list training and staff attendance by function:

- a) Administration/management;
- b) Direct services: MHP's staff
- c) Direct services: contractors
- d) Support services; and
- e) Interpreters

Training Event	Description of Training	No. of attendees	Attendees by Function	Date
I. <i>Example: Cultural competence Introduction</i>	<i>Four hour overview of cultural competence issues in mental health treatment settings</i>	15 20 4 2	*Direct Services *Direct Services Contractors *Administration *Interpreters	1/24/00

b) Please list training and staff attendance of cultural competence training provided through **outside** agencies/resources other than the MHP's internal training process. Include trainings set up by direct services contractors.

Training Event	Description of Training	No. of attendees	Attendees by Function	Date

QUALITY ASSURANCE

Staff Assessment: Please describe methods used to measure staff experiences or opinions regarding the MHP's ability to value cultural diversity in its workforce and recognize the importance of culturally and linguistically competent services.

Competence Evaluation: Please describe the current process for evaluating staff and contractor knowledge and ability to provide culturally competent specialty mental health services. Please identify any barriers encountered that impede this process as well as sharing successful ideas.

Examples of responses are inclusion of these skills in employee performance appraisals perhaps using cultural competence assessment tools, or in a plan for hiring contractors.

Staff Proficiency: Please describe the process(es) used to ensure staff proficiency in issues of cultural competence and provision of culture-specific services.

NARRATIVE

In the spirit of reviewing cultural competence as a developmental process, we would like feedback from you regarding the plan. We are looking for feedback for consideration and input to future plan requirement updates.

1) What requirements in the plan did you find helpful in directing the MHP forward with culturally competent services?

2) What plan requirements did you find least helpful or useful in plan implementation efforts?

3) Please list any special challenges that occurred during the implementation of the MHP's cultural competence plan.

5) How has implementation of the cultural competence plan impacted mental health services in your county?